

DMG MORI Digital Support

DMG MORI DIGITAL SUPPORT is your central point of contact for all support matters concerning the products we provide.

Our Customer Support Managers will work diligently on your question or concern and strive to support you as soon as possible in resolving the issue.

The text below contains information on the scope of our support offerings, along with useful tips for how you can help make sure your inquiry is answered promptly.

Support times

You can reach us at the following times:

- Monday – Friday, 9:00 a.m. – 5:00 p.m. CET
(not including legal holidays; “legal holidays” means those observed in the place where the other party to the contract with you has its registered office)

Maintenance and backups ("Maintenance") of the software and clarification of your questions or concerns take place during these response times.

Communication channels

You can reach us with questions or concerns via various channels, which may vary by product:

WERKBLIQ	Help desk	Hotline	e-mail
Access	www.support.werkbliq.de	+49 521 960691 69	support@werkbliq.de
General inquiries	X	X	X
Opening of support tickets	X		
Languages supported	GER/ENG	GER/ENG	GER/ENG

CAD/CAM systems, TULIP, up2parts, simulation, DMG MORI tooling, CELOS, connectivity, digital monitoring	Help desk	24/7 hotline	e-mail
Access	www.mydmgmori.com	+49 8636 89 5100	Support.softwaresolutions@dmgmori.com
General inquiries		X	X
Opening of support tickets	X	X	
Languages supported	GER/ENG	GER/ENG	GER/ENG

DMG MORI Planning & Control	Help Desk	Hotline	e-mail
Access	https://istoscocreation.zendesk.com/hc/de	-	support@istos.de
General inquiries	X	-	X
Opening of support tickets	X	-	X
Languages supported	DEU/ENG	-	DEU/ENG

SERVICE LEVEL AGREEMENT

Scope of support tickets in terms of content

Please open a separate support ticket for each error. This makes it easier to process the ticket and follow up on status.

Your ticket should describe the error with the following basic information:

- Description of error (as accurately and in as much detail as possible)
- Machine number
- Products involved (specific version, if possible)
- IT contact person
- Application contact person

To the extent possible and reasonable, you are obligated to provide the log files. It may be necessary to access your data for troubleshooting and further error analysis purposes. If this should become necessary, we will obtain your explicit consent thereto.

Classification and processing of your support tickets

The goal of troubleshooting is to establish or maintain the agreed functionality of the software. An error is deemed to exist accordingly if the software does not have the agreed functions and this has more than merely minor effects.

It is important to note that the severity is geared toward several factors, particularly the impact on your business operations. In keeping with this, we have put together a few examples as guidance and to help with assessing severity levels.

We will respond to your report of an error within the following time limits from the time of the report ("**Response Time**"), but within the customary working hours:

- In the case of **critical** operational errors (error class 1): within **four hours**
- In the case of **significant** operational errors (error class 2): within **eight hours**
- In the case of **other** errors (error class 3): within **one week**

The number of working days or hours mentioned must be viewed in the context of the support times mentioned above.

Classification of the errors in the various categories is performed by us, at our own discretion and upon reasonable consideration of the effects of the error in question on your business operations and based on your description of the error and on your interests.

- **Error class 1 (critical operational error):** The error prevents the operation of the software at your end; there is no workaround.
- **Error class 2 (significant operational error):** The error impedes the operation of the software at your end to a significant degree, but use thereof is possible via workarounds or with temporarily acceptable restrictions or inconveniences.
- **Error class 3 (other errors):** Other errors that do not adversely affect the use of the system or do so to a merely minor degree. Simultaneous occurrence of multiple such errors can lead to a significant or critical operational error.

We will resolve the errors within a period specified by us during the Response Time. For errors to be resolved, we must have been given the opportunity to analyze and find the root cause of the error in detail.

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If it is foreseeable that a critical or significant operational error cannot be resolved within the relevant specified period after all, we will provide an interim solution (“Workaround”) within the relevant specified period if possible. Providing the Workaround does not release us from the obligation to resolve the error.

Tips for quick resolution

When you open a support ticket, you can be a big help to us in pinpointing a solution for your issue quickly. To this end, please note the following tips and guidelines:

1. The more detail you can provide and the more accurately you phrase your question or describe the issue and the steps to reproduce it, where applicable, the easier it is for the support associate to answer your question or reproduce the issue and take steps toward a solution.
2. For more complex use scenarios, please use screenshots or videos where possible to help us understand the matter or issue.
 - Be sure to show the entire screen so we can see the version number and time of your report – also see points 3 and 4.
3. Please be sure to give the version number for the product or the number you use in your portal.
4. Where applicable, please state the exact time when your issue first occurred.
5. In the case of problems in the area of administration, please also be sure to tell us the account with which you were logged in.
6. Please indicate the operating system you use.
 - You are also welcome to use the following website, which can automatically find out most of the details we are requesting for you: <http://supportdetails.net/>. A screenshot of the result is sufficient if you do this.
7. Choose a level of severity appropriate to the situation in order to define the relevant urgency and the associated SLAs. In consideration for other users, please do not classify support tickets that are obviously less urgent as urgent.
8. Where necessary, please describe the impact of the issue on your business operations to underscore the level of severity and urgency of the matter.
9. Please tell us what steps you have taken so far.